

Complaint Tracking for DE (06/01/2006-05/31/2007). Total Customer Contacts: 7

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/05/07	HCO customer stated that the agent was unable to process HCO call properly. When agent dialed out, agent sent the ringing macro. Customer then interrupted and informed the agent that they are not to type and the agent replied by typing.	06/05/07	Apologized to the customer and assured the customer that I will stand by and assist the agent with the call. No follow up necessary. Agent was coached on proper procedure when receiving and placing HCO calls.
02/22/07	Customer stated operator left a message on his voice answering machine that was voiced so quickly and unclearly that he could not understand what it said. He had 9 other people in the office listen to it and they could not understand it either. Customer works for a public agency and the person calling must have needed help and unfortunately he cannot help them because he can't understand anything on the message.	02/22/07	Apologized to the customer and informed him that all centers would receive this so they could coach their operators to speak slowly and clearly. Customer satisfied with this and does not want a call back. Forwarded customer contact to all centers.  Sprints training department will assure that a review is distributed to all call centers.
12/21/06	DE hearing customer not able to get through to her hearing impaired mother because of caller ID issue. When the caller calls through relay, her number does not transmit to the caller ID, and the mother will not pick up because she thinks it a telemarketer.	12/21/06	When customer service called the mother without relay, our number showed and the mother picked up. Customer Service apologized to the customer, and turned in Trouble Ticket. No follow up needed.
12/12/06	VCO and voice callers have problems calling each other via relay for the past two months, but last 2 weeks became "critical" as VCO relies on voice customer for assistance. Calls go through without problems when relay is not used (caller ID works too) but when calling thru relay, calls don't go through (busy, recording states number is "blocked" or line disconnects) and caller ID does not work. VCO had no problem calling voice customer at 801-484-9072.	12/12/06	Caller talked with technician on 12/08/06 and was told that Verizon may have "bought into areas that MCI once had." Tech needs the "trailer code to see how to process call." Caller wanted letter response.  Reassigned to state AM for follow up with customer.  12/26/06 - Customer has not gotten back to tech with any information. Tech had previously informed the customer how to resolve the issue themselves. Customer seemed to indicate that switching LD providers may also be an option. Contact is closed due to no further information being available to send any letter
08/05/06	DE VCO Customer called to complain that she got a garbled message on her VCO answering machine.	08/05/06	Entered Trouble Ticket; customer requested follow up. This is an addition to the previous complaint, which was closed. The customer called back with more information, saying the garbling occurs every time she is called by one specific number, not with any other numbers. Re-opened Trouble Ticket.  Continued contact with consumer, Called three times and left message on answering machine. No contact back. Case closed.

08/02/06	Voice caller reported that his friend (TTY) has not been able to reach his number calling from DE to MD since last 8-25. When calls go through MN call center they disconnect without even a ring. A test call made today did allow a call to go through to the number when it went through NJ call center, but a test through MN call center still did not work.	08/02/06	Apologized for the inconvenience and told the caller a Trouble Ticket would be entered. No follow up requested.
06/21/06	HCO caller said CA didn't press space bar when dialing. HCO user upset that CA didn't process correctly.	06/21/06	Forwarded the complaint on to CA's supervisor. Will recommend a little retraining on HCO calls if supervisor feels it is necessary. This CA was coached on proper HCO procedure. She is no longer an employee of CSD.